

OTHER OPPORTUNITIES FOR VOLUNTEERS

Volunteers are also utilized to provide direct services to clients and support services for staff in other programs operated by the department and in community care agencies serving seniors, including the six Nutrition Projects at their 40 congregate sites and their Home Delivered Meals Program. The nutrition projects utilizes volunteers in the preparation, serving, cleanup, and delivery of meals.

Other opportunities for volunteers are available in the Senior Legal Assistance Program, Hospice Programs, senior centers, Senior Companion Program, and many other programs. Opportunities are also available to serve on nonprofit boards that assist the Department in delivering needed services.

RETIRED AND SENIOR VOLUNTEER PROGRAM

DAAS volunteers 55 years and older become part of the Retired and Senior Volunteer Program (RSVP). RSVP is part of the Corporation for National Service, a national volunteer agency consisting of over a half million volunteers.

RSVP also has opportunities for volunteers beyond those included in this brochure. RSVP places hundreds of volunteers each year in nonprofit agencies throughout San Bernardino County.

MISSION
DAAS serves seniors
and at risk individuals to
maintain or improve
choice, independence,
and quality of living.

**For more information concerning
volunteer opportunities, please
contact the Department at:**

(909) 891-3900

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County of San Bernardino
Department of Aging

and Adult Services

VOLUNTEERS

Volunteers are a valuable resource to DAAS and to senior clients throughout San Bernardino County. Volunteers are utilized to provide direct services to clients and support services for Department staff. Volunteer opportunities are available in many of the Department's programs, some examples of opportunities include:

LONG TERM CARE OMBUDSMAN

The program trains and certifies its volunteers to work with home care facilities. The Ombudsman visit nursing homes and board and care facilities to insure residents know about their services and rights. Volunteers also investigate reports of abuse or mistreatment in nursing homes. The Ombudsman also help with problems regarding quality of care, food, finance, residents' rights, and other concerns.

Volunteer activities also include the investigation of allegations of abuse, the advocacy for resident rights, and assisting residents/families in problem resolution.

ADULT PROTECTIVE SERVICES

Volunteers serve in Adult Protective Services (APS) for the following activities: Transportation, visits, phone calls, assistance, and family education.

- **Transportation:** transportation to doctor appointments, evaluations, support groups, APS offices or to homes of relatives.
- **Visitations:** making home visits to let clients know someone cares, monitoring at risk clients, and reporting back to the APS case manager regarding results of the home visit.

- **Phone Calls:** checking on APS clients by telephone, offering reassurance, encouragement, and scheduling appointments for clients.

IN HOME SUPPORTIVE SERVICES

Volunteers serve in In Home Supportive Services for the following activities: socialization, health, home management, advocacy, and assistance.

- **Socialization:** Making home visits to socially isolated recipients to advise them about programs/resources in the community which can meet their needs for social contact and interaction with others.
- **Health Related:** Assisting recipients in such health related issues as determining which health care providers are accepting new patients, advising relative to locations and time schedules for health screening clinics, escorting frail, physically challenged recipients to/from medical appointments.
- **Home Management:** Assisting recipients in effectively handling household tasks. Activities would include meal planning, assistance in obtaining utility service subsidies, assistance in getting household repairs/maintenance done and assistance in screening/responding to mail received by recipients.
- **Advocacy:** Assisting recipients in obtaining necessary entitlements, goods, services, and resources. Activities would include assisting with application and appeal processes related to entitlement programs and other resources.
- **Assistance with Case Management Tasks:**

Activities would include making home calls to monitor recipient health/safety/well-being, and to conduct re-evaluations of recipients' eligibility/need for ongoing services.

PREVENTIVE HEALTH CARE FOR THE AGING

The purpose of the Preventive Health Care for the Aging (PHCA) Program, through the Public Health Department, is to assist persons age 60 and over to improve or maintain their health and well being.

PHCA services are provided by public health nurses with assistance from volunteers who are concerned and know about the health needs of senior citizens. Volunteers assist medical staff by: weighing and measuring clients, screening, scheduling appointments, mailing appointment letters, and providing information about program services.

HEALTH PROMOTION AND PROPERTY DAMAGE PREVENTION

The Health Promotion and Property Damage Prevention Project originated to promote the development of services to assist seniors living in mobile home parks to prevent injury, stress, and property loss due to disasters by appropriate preparation and to educate mobile home park managers and seniors about preventive health concerns for older adults.

Volunteer Activities include: Door to door contact with seniors living in mobile home parks, distributing informational packets consisting of health promotion/prevention, coordinating/scheduling educational sessions on health, disaster preparedness, and first aid.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM

Health Insurance Counseling and Advocacy Program (HICAP) provides free, confidential assistance and information about senior health insurance, Medicare, HMO's, and long term care. HICAP also provides community education on topics related to Medicare. Limited legal services are also offered by HICAP.

Volunteer Activities include: Making appointments at one of the 15 sites in San Bernardino County, providing counseling and advocacy for the client through assisting with necessary paperwork, writing letters, making phone calls, and arranging follow up actions as appropriate.